

Eynsham 'Have Your Say' Public Event on

Saturday 6 June 2015 at

Eynsham Village Hall, as part of the Eynsham Community Day

- This West Oxfordshire Locality Forum (WOLF) event comprised: a WOLF stand, a HealthWatch Oxfordshire (HWO) stand, a West Oxfordshire District Council (WODC) stand and an Oxfordshire Clinical Commissioning Group (OCCG) banner displayed next to each other as part of the larger 'Eynsham Community Day' event in the Village Hall.
- The day was very well attended, and included stands from many local community organizations from the Police, Parish Council, The Eynsham Neighbourhood Plan Team, The Eynsham Rotary Club, other health groups, such as Dementia Oxfordshire, Message in a Bottle, Volunteer Link-Up etc, through to the local Eynsham Players.
- Particular thanks are due to Local Organizer Roy Thomas, and the whole WOLF/HWO/OCCG/WODC team for a job very well done in our corner of a very busy hall. We are also most grateful to Teresa Young from the Eynsham Medical Practice for her help in publicizing and supporting the event.
- We received 41 submissions from members of the public about their experiences of healthcare in Oxfordshire in general and Eynsham in particular.
- A wide age range was represented in the submissions, from a 6-year old through to working age people, and also many individuals over the age of 65 years.

Summary of responses

Note: this is a qualitative evaluation based on 41 written responses. Some opinions were only expressed by one person, but where many people expressed the same view, we felt it helpful to mention the numbers of people expressing that view.

Primary care

Eynsham/Hanborough Medical Practice

There was a high level of general satisfaction with the practice: 12/41 said this. One person particularly stressed the dedication and caring attitude of a GP who was in contact outside of expected working hours. Only two people had experienced a communication problem.

Three people used other practices: two very positive (including satisfaction with telephone triage in Witney), one a mixed response.

Appointments & online system

Many people had had difficulty getting an appointment with a GP (or nurse): waiting up several weeks if using the online system for non-urgent appointments. (Query: why can't the

system respond by e-mail instead of sending a letter?) The impression was that waiting times were getting longer. Times available are difficult for people who work fulltime. It should be recognised that patients may need to rely on a carer to use the online system for them. One person said getting an urgent appointment was OK but another suspected that people might pretend to have an urgent problem to get round the system.

Wait for physiotherapy appointment can be 6 months.

Access

People who use mobility aids or a wheelchair experience difficulties at Eynsham practice. One comment that the hearing service requires people to phone for an appointment and will not accept face-to-face requests: not logical for people who have hearing problems. Dispensary has limited opening times, and this can be an issue for those who work fulltime. Where people are unable to go to the surgery, doctors are very helpful, but there may be delays in their situation being flagged up in their records.

Recognition of the pressures on the practice – and potential for this to get worse

GPs were generally regarded as over-worked and under-funded. There was concern that GPs who leave may not be replaced. There was also concern that they have to spend too much time on administration.

Some felt that there is the potential for service deterioration because of changing demographics and the building of more houses: the health needs of the community should be an essential consideration when planning permission is sought for more houses – this was linked to the ongoing consultation on Eynsham's Neighbourhood Plan which seeks to include this dimension in its plan.

Hospitals

John Radcliffe. General praise for treatments received, but different departments may not communicate. Maternity service particularly appreciated. A&E service good, but there may be a long wait for treatment. Water Eaton Park & Ride should be used more. NOC praised. One person had a very negative experience of aftercare at the Manor Hospital. Food in hospitals was regarded as unhealthy – except by a 6-year-old. Praise for Witney EMU.

NHS

Many people expressed very high praise for the NHS overall, including one who said the press gave a negative impression. One endorsed plans for bringing health and social care together. Some people, however, were concerned about what might undermine the future of the NHS: cuts to essential services, privatisation, clinicians spending too much time in meetings, too many high-level managers.

A general request that (family) carers be listened to. Care assistants need to be better trained and better paid.